



## Position Description

### headspace Telehealth (hT) Practice Manager

**Location:** National Office - Melbourne

**Department:** Clinical Practice /transitioning to headspace Services

**Level:** HS6

**Employment Type:** Maximum Term, Part time

**Approved By:** Vikki Ryall

**Date Approved:** April 2019

**Agreed By:** \_\_\_\_\_

**Date Agreed:** \_\_\_\_\_

---

#### 1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

#### 2. HEADSPACE MISSION

**headspace** collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

#### 3. HEADSPACE VALUES

At **headspace**, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all **headspace** employees are expected to undertake their work in accordance with the **headspace** values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services

#### **4. POSITION SUMMARY**

The headspace Telehealth Service (hT) facilitates primary and secondary consultations within the headspace network as well as to contracted organisations/projects. Primary consultations are Medicare Benefits Schedule (MBS) funded telehealth sessions by psychiatric specialists through video conferencing to young people located at eligible headspace centres in rural and regional areas across Australia. The secondary consultations connect mental health professional's access with an experienced psychiatrist through video conferencing, allowing the mental health professional to enhance their capacity and assist them to better support people with mental health problems in regional and remote parts of Australia.

The hT Practice Manager is responsible for overseeing the operations and management of the hT and leading its continued expansion. This includes working with headspace centres, external specialists, staff within headspace National and external stakeholders. The hT Practice Manager will continue to develop and refine systems to continuously improve service operations and facilitate service expansion. The hT Practice Manager will contribute to relevant projects across headspace National primarily those targeting the expansion of video conferencing and telehealth services.

#### **5. POSITION CONTEXT**

Reporting initially to Executive Director of Clinical Practice, then transitioning to report to the headspace Operations Manager, this role has responsibility for managing the delivery and development of the hT service nationally, and overseeing all staff employed in the hT including contracted specialists.

The hT Practice Manager will be an experienced and innovative professional with relevant qualifications and considerable knowledge and experience in health service operations and delivery and development. This will include governance, quality and safety standards, evaluation, business analysis and reporting.

This role includes sourcing, procurement, implementation and relationship management with vendors of service support software. It also includes leadership of the service development. Therefore the incumbent will have experience in project management and stakeholder engagement, and a proven ability to drive optimal service performance and meet deliverables.

#### **6. KEY RESPONSIBILITIES**

- Manage the operations and direction of the hT service.
- Apply stakeholder engagement principles with; contracted psychiatrists, headspace centre staff and external services.
- Establish systems and process to ensure continuous improvement approach in service delivery and sound governance.
- Oversee the promotion and continued expansion of the hT service.
- Manage recruitment, and retention and day to day oversight of the hT Liaison Officer/s, contracted psychiatrists.
- Oversee development of new contracts engaging hT services and ensure all contractual requirements are incorporated into day to day operations.
- Ensure that appropriate credentialing and legal compliance such as, registration, insurance and service agreements of the hT and private practitioners are on record and up to date
- Ensure hT resources, guidelines and promotional information are kept up to date and that participating centres and telehealth specialists are orientated to service resources.
- Liaise with vendors and suppliers and ongoing relationship management to procure software products that support the efficient and compliant operations of the hT.
- Oversee the scheduling of appointments and administrative support services provided to the hT to maximise service utilisation and MBS.
- Oversee hT compliance with relevant legislation; mandatory reporting requirements, health information, privacy, Workplace Health Safety standards, policies and procedures, and headspace Clinical Governance Framework.

- Model and demonstrate constructive working relationships and information exchange within the team and across the organisation.
- Ensure the headspace CRM, hercules, is updated with relevant information on work undertaken in a timely fashion.
- Any other duties consistent with the position where required by Executive Director of Clinical Practice, or headspace Operations Manager.

## **7. SELECTION CRITERIA**

The following criteria must be met for consideration for this position:

### **7.1 Essential**

- Relevant qualifications in health, public health or community development and/or equivalent qualifications and experience in a relevant field of study and commitment to work within the scope of any health qualifications.
- Experience working in the primary health system including workforce support and sector engagement specifically working with private GPs, allied health and specialist providers.
- Previous practice management experience
- Excellent communication (written and verbal), negotiation, advocacy, organisational and time management skills
- Professional, ethical with a high level of self-motivation and initiative and a demonstrated ability to work independently, multitask, solve problems and manage priorities.
- Strong interpersonal skills with the ability to effectively communicate and interact with a range of key stakeholders outcomes in potentially challenging circumstances.
- Proven ability to manage and build teams including motivation, shared purpose, managing performance and developing the culture of the hT team.
- Demonstrated understanding of strategic thinking and business acumen with a capacity to assess and manage risk and operate in a flexible and rapidly changing environment.
- Proficient computer and writing skills including word processing, spreadsheets and database applications.
- Strong technological skills and aptitude with ability to support others in the adoption and implementation of new technologies.
- Comprehensive knowledge of Medicare billing systems.
- Knowledge of compliance and standards for medical practitioners and primary care services.

### **7.2 Desirable**

- Demonstrated experience and understanding of issues associated with leading a national service.
- Working knowledge of telehealth program and familiarity with MBS funding, particularly psychiatrists.
- Knowledge and understanding of current health/mental health policy, funding and issues in Australia especially youth mental health

## **8. POLICIES AND WORKPLACE PRACTICES**

All headspace employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of headspace
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times